



Volkswagen Financial Services

Finance. Insurance. Fleet. Mobility.

Volkswagen Extended Warranty

Policy Summary

Your Extended Warranty Cover will pay for the costs of repairing or replacing any components which are covered under the policy.

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Significant features and benefits of the policy

You can choose from two levels of cover:

- All Component Cover – this covers all components other than those stated as being excluded within the policy. Cover includes failure resulting from water ingress and consequential failure
- Named Component Cover – this covers specific components listed in the policy. Cover does not include failure resulting from water ingress and consequential failure

Your Confirmation of Cover shows the cover you have selected.

Significant conditions and exclusions of the policy

The most we will pay per claim and in total within the period of cover is the purchase price of your vehicle.

If you have chosen to pay an excess, you will be responsible for the first part of each claim. The amount you have chosen will be shown on your Confirmation of Cover.

If you have chosen a mileage limit, you must not exceed this during the period of cover. The amount you have chosen will be shown on your Confirmation of Cover.

We will not pay for:

- the failure of any components as a result of wear and tear
- inherent design faults or parts covered under a manufacturer's recall
- claims where the fault existed before your extended warranty cover came into effect

You must make sure your vehicle is serviced in accordance with the manufacturer's recommendations.

How long does your Extended Warranty Cover last?

Volkswagen Extended Warranty Cover lasts for 12 months. Your period of cover is shown on your Confirmation of Cover.

Who provides your cover?

Your cover is provided by Volkswagen Versicherung AG.

Your right to cancel

If this cover does not meet your requirements or should you decide to cancel it for any reason within a period of 14 days, you can obtain a full refund of the premium paid without charge, subject to no claims having been paid.

The 14 day period begins on the day you receive your copy of the Cover Booklet and Confirmation of Cover.

After the 14 day period you can cancel your cover and be entitled to a pro-rata refund subject to no claim being paid under the policy, less an administration fee of £25.

For further information on how to cancel, please refer to the Important Information section of the Extended Warranty Cover Booklet.

How to make a claim

Take your vehicle to any Volkswagen Approved Retailer and show your Confirmation of Cover. If you need help finding your local Volkswagen Approved Retailer please go to www.volkswagen.co.uk

Your Volkswagen Approved Retailer will assess your vehicle and liaise with us by calling **0333 043 3781** on your behalf.

How to make a complaint

Contact our Customer Services Manager at:

Volkswagen Extended Warranty,
PO Box 869, Warrington, WA4 6LD.

By telephone: **0333 043 3781**

By email:

customerservices@volkswagen-extendedwarranty.co.uk

If we have not resolved the situation within eight weeks we will provide you with information about the Financial Ombudsman Service.

Financial Services Compensation Scheme

You may be entitled to compensation from the FSCS if the insurer cannot meet its obligations.

This policy summary does not contain the full terms and conditions of your policy. These can be found in the Cover Booklet. You will also need to refer to your Confirmation of Cover which confirms the level of cover you have chosen.

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